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Via Electronic Submission

June 25, 2013

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th St., SW
Washington, DC 20554

Re: AT&T Submission of TRS Consumer Complaint Logs for Period June 1, 2012 through May 31, 2013, CG Docket 03-123

Dear Ms. Dortch:

Pursuant to the Federal Communications Commission ("FCC") Public Notice DA 13-1402 released on June 18, 2013, AT&T hereby submits its Annual Summary of TRS Consumer Complaint Logs alleging a violation of federal TRS mandatory minimum standards for the time period June 1, 2012 through May 31, 2013.

AT&T is the current contracted relay provider for Michigan, Virginia, Tennessee, Pennsylvania, Colorado, Arizona, Florida, California, and Washington, DC and has provided to each Relay Administrator a log and summary of their customer complaints alleging a violation of the TRS rules for their individual filing.

If you have any questions, please do not hesitate to contact me.

Respectfully submitted,

/s/Vonda T. Long-Dillard

Attachment

AT&T CapTel 800i 840i Relay Service
2012-2013 FCC Consumer Complaints Summary Log



June 2012 – Nothing to report.

July 2012 - Nothing to report.

August 2012

September 2012

Voice 2012, September 21

The customer's helper reported that the CapTel could not place calls or receive captions in 2-Line mode.

Category: Other (Misc)

Escalation: Received by the CapTel Customer Service and handled by the same.

Resolution: After further investigation, it was advised to remove a "9" and call waiting block programmed into the menu of the Cartel phone. Issue Resolved.

Contact Closed: 2012, September

October 2012- Nothing to report.

November 2012- Nothing to report.

December 2012 - Nothing to report.

January 2013

Voice 2013, January 8

The customer's husband reported that they have been waiting 30 minutes to get captions on the CapTel800.

Category: Other (Misc)

Escalation: Received by the CapTel Customer Service and handled by the same.

Resolution: After further investigation, the customer has phone service through a digital cable provider.

CapTel800 is not designed for digital cable advised option of using CapTel840i. Issue Resolved.

Contact Closed: 2013, January

February 2013 - Nothing to report.

March 2013 - Nothing to report.

April 2013- Nothing to report.

May 2013- Nothing to report.

AT&T RELAY SERVICES
2012 - 2013 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2012 through May 31, 2013



6/24/2013

	2012							2013					
CALIFORNIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	2	2
TTY	0	0	0	0	0	1	1	0	0	0	0	0	2
TOTAL	0	0	0	0	0	1	1	0	0	0	0	2	4
DISTRICT OF COLUMBIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
VIRGINIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
ARIZONA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
FLORIDA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	1	0	1	1	2	0	0	0	0	0	1	6
TTY	1	1	0	1	0	0	0	1	1	1	0	0	6
TOTAL	1	2	0	2	1	2	0	1	1	1	0	1	12
PENNSYLVANIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	1	0	0	0	0	0	0	0	1
TOTAL	0	0	0	0	1	0	0	0	0	0	0	0	1
MICHIGAN	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	0	0	0	0	0	1	1
TOTAL	0	0	0	0	0	0	0	0	0	0	0	1	1

AT&T RELAY SERVICES 2012 - 2013 ANNUAL SUMMARY OF CONSUMER COMPLAINTS



June 1, 2012 through May 31, 2013

COLORADO	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	1	0	0	0	0	0	0	0	0	0	0	1
TOTAL	0	1	0	0	0	0	0	0	0	0	0	0	1
TENNESSEE	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	1	0	0	0	0	1	0	2
TOTAL	0	0	0	0	0	1	0	0	0	0	1	0	2
CAPTEL 800i/840i	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	1	0	0	0	1	0	0	0	0	2
TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	1	0	0	0	1	0	0	0	0	2
ATT OTHER	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
All Contacts	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	1	0	2	1	2	0	1	0	0	0	3	10
TTY	1	2	0	1	1	2	1	1	1	1	1	1	13
TOTAL	1	3	0	3	2	4	1	2	1	1	1	4	23

Note:

- 1) AT&T Other category complaints are AT&T LDRC, OSD and/or customers from non-AT&T contracted states combined. Includes AT&T Internet Relay contacts.
- 2) ALL Contracts totals all complaints from all reported state services and AT&T Other category.

AT&T RELAY SERVICES
Long Distance Relay, IP Relay, Non-contract states
2012-13 FCC Annual Consumer Summary Log



June 2012 - Nothing to report.

July 2012 - Nothing to report.

August 2012 - Nothing to report.

September 2012 - Nothing to report.

October 2012 - Nothing to report.

November 2012 - Nothing to report.

December 2012 - Nothing to report.

January 2013 - Nothing to report.

February 2013 - Nothing to report.

March 2013 - Nothing to report.

April 2013 - Nothing to report.

May 2013 - Nothing to report.